

## **Summary of Complaints**

### **Complaints Summary (320)**

Operator/Staff Behavior (64)

Late Arrivals/Stranded (50)

Other (50)

Bus Schedules/ Lack of Service (21)

Trip Scheduling (20)

Bus Stops/Shelters (19)

Safety/Maintenance (16)

Sidewalks (12)

Eligibility Process (11)

Accessibility (10)

Lift Operation (10)

Service Area/Capacity (8)

Late/Reliability (6)

Elevators/Escalators (4)

Vehicle Design (4)

Intersections/Curb Ramps (4)

Monitoring (3)

System Coordination (3)

Taxi (3)

Parking (2)

**Complaints Summary by Provider (320)**

Metro Access (140)

Fairfax Connector (55)

Metro Bus (30)

Fastran (25)

Metro Rail (22)

Medicaid (19)

Pedestrian (15)

All (11)

Taxi (3)

**Complaints: Metro Access (140)**

Late Arrivals/Stranded (46)

Late arrivals 24

Stranded 13

Unreliable service 7

No-show charges 2

Operator/Staff Behavior (36)

Inappropriate driver behavior 6

Operator lack of knowledge of the region 6

Inappropriate dispatch behavior 5

A need for AVL (Automatic Vehicle Locator) technology on vehicles 4

Operator English language skills lacking 4

Dispatchers provide incorrect information to operators 3

Operators do not provide assistance to entryways 3

Difficulty in reaching dispatchers 2

Scheduling staff is difficult to reach

Operator/companies change frequency

Operators lack permission to call riders when late

Trip Scheduling (16)

Scheduling issues 12

Ride time issues 3

Shared rides

Safety/Maintenance (11)

Safety 6

Maintenance 4

Radio malfunction

Eligibility Process (6)

Eligibility process 4

Assessment locations are inconvenient

Difficult renewing reduced fare credentials

Vehicle Design (4)

Difficult for those with sight impairments to make way around wheelchairs 2

Steps into vehicles too high

Preference for taxicabs instead of vans

Monitoring (3)

Vendor performance not monitored 3

Other (18)

Difficulty in identifying MetroAccess vehicles 4

Lack of response to complaints 3  
Fares are too expensive 3  
A need for more vehicles 2  
There is no service into Dulles International Airport 2  
Delayed response to complaints  
MetroAccess drivers will not accept WMATA tokens  
No service to Sterling in Loudoun County  
Taxicabs do not pick up MetroAccess riders

**Complaints Identified Fixed Route Bus Service (85)**

**Fairfax Connector (55)**

**Metro Bus (30)**

Operator/Staff Behavior (24)

Bus Stops/Shelters (17)

Lift Operation (10)

Bus Schedules/Lack of Service (20)

Other (14)

**Complaints: Fairfax Connector (55)**

Operator/Staff Behavior (13)

Operator rudeness 3  
Operator does not drop off rider at requested stop 3  
Operator did not know how to use wheelchair lift 2  
Operators do not call out stops  
Stops not announced on a regular basis by Operators  
Riders threatened by an Operator  
Difficulty in trying to understand what an Operator is saying  
Operator does not adhere to the written timetable

Wheelchair Lift Operation (8)

Wheelchair lift broken 6  
Backdoor/real wheelchair lift difficult to use  
Buses known to have wheelchair lift problems placed on the street

Bus Stops/Shelters (12)

Bus stops not located near intersections 3  
Bus stops in poor condition (i.e. unpaved roads or lack of curb cuts) 2  
Bus stops located too far apart from each other  
Bus stops not lighted  
Missing bus sign stands not replaced  
Lack of a shelter  
Bus stops that are not located near crosswalks  
Bus stops located too far from someone's home  
The sight-impaired community has difficulty in identifying bus stops

Bus Schedules/ Lack of Service (14)

Late or no-show buses 6  
Wide headway (bus pull-outs) between buses 2  
A lack of mid-day service  
Two little service to Government Center Complex in Fairfax  
A lack of mid-day as well as weekend service in the Kingstowne area  
The Fairfax Connector 101 does not stop in Huntington  
A lack of cross county bus routes  
There are no routes in places where they're needed

Other (8)

A lack of voice enunciators or visual display  
Bus timetables are not available in alternate formats  
The County should embrace allowing MetroAccess users ride the Fairfax Connector for free  
The steps up to and into the buses are too high  
The Wal-Mart (Route 1 site) lacks pedestrian paths into the parking lot  
There is response to rider complaints  
It is difficult to find Connector bus route information  
Buses are crowded at Huntington

**Complaints: Metro Bus (30)**

Bus Schedules/Lack of Service (12)

Wide headways (bus pull-outs) between buses 3  
Lack of off-peak service 2  
Lack of weekend service 2  
There is no bus service in Oakton  
Circuitous routes  
On-line schedules not changeable by font  
Timetables are not available through alternate formats  
Timetables too complex for the sight-impaired community

Operator/Staff Behavior (6)

Central office personnel are rude  
Operators in need of training to assist riders with speech impairments  
Operators do not pull buses to the curb or initiate the kneeling bus resource  
Operators are hostile  
Operators do not call out stops  
Operators don't know how to use wheelchair lifts

Bus Stops/Shelters (5)

No benches in shelters  
Shelters lack platforms  
There is a need to remove snow from shelters  
Lack of a bus stop at the Lockwood House Senior Housing facility in Falls Church  
Long distances exist between homes and bus stops

Lift Operation (2)

Broken wheelchair lifts 2

Other (5)

Difficult in obtaining senior identification cards 2  
High transit fares  
Buses are crowded  
The system is too complex for seniors to maneuver

**Complaints: Fastran (25)**

Service Area/Capacity (8)

Limited service capacity  
Lack of service in Sterling in Loudoun County  
Lack of service to water therapy sites in the County  
Fastran zones (3) limitations affect job placement for CSB (Community Services Board) clients

Fastran rules do not allow an individual to use Fastran to travel to the Pennino Building for employment purposes

The CSB doesn't fund Fastran for transportation to the Kellar Center Program at GMU (George Mason University)

Attendants needed when a user works beyond a Fastran zone

Exceptions should be made for the MR (mentally retarded) zone policy

#### Eligibility Process (4)

The DAR (Dial-a-Ride) income guidelines are too stringent 2

The Fastran eligibility process is too slow

Do not allow no-shows to use the system

#### Trip Scheduling (4)

Scheduling issues 3

Be able to book DAR rides one week in advance

#### Late Arrivals/Reliability (4)

Unreliable service 3

Late buses

#### Operator/Staff Behavior (2)

Operators and attendants need improved sensitivity training

Reservationists are rude

#### Other (3)

There is no response to complaints

The steps up to and into the buses are too high

Lack of available routes (NRA or No Route Available) forces sponsoring agency staff to transport a potential user



## **Complaints: Metrorail (22)**

### Accessibility (10)

Announcements are difficult to understand 2

Suggested reducing seating re-configuration on the trains will make it difficult to travel 2

Obstacles exist for the sight-impaired community at the rail stations

It is difficult for sight-impaired users to find the escalators

It is difficult for sight-impaired users to ascertain if the escalators are moving up or down

There is a need for improved captioning in the train stations

The space gap between the platform and the train is an issue

There is a need for more lighting in the train stations on the platforms, turnstiles, and the fare machines

### Parking (2)

The handicapped parking spots are five blocks away from the Vienna Metro Station

There is insufficient parking at the Van Dorn Street Rail Station

### Elevators/Escalators (4)

The elevators don't work

The elevators are dark and isolated

Escalators are a problem

There is no plan in place on how to service the system elevators

### Other (6)

There is no response to complaints 2

There is a lack of bathroom access 2

There is a lack of information available from the station managers

Metro Rail fares are too high

## **Complaints: Medicaid (19)**

### Late/Reliability (6)

Late vehicles 3

Riders left stranded 3

### Safety/Maintenance (5)

Drop-offs are made without ensuring the safety of the client 3

There is no provision for attendants – some consumers need one

There should be regularly assigned operators for this service

### Operator/Staff Behavior (2)

Operators don't understand those riders with cognitive disabilities

Operators arriving early and having an expectation that riders will be ready for transport

Eligibility Process (1)

The eligibility process is slow and too long

Trip Scheduling (1)

Scheduling of vehicles

Other (4)

There is no service in place for users to see a dentist

There is poor communication with the providers including taxicabs

Operators and companies change frequently

There is a lack of notification of change of providers to the users

**Complaints: Pedestrians** (15)

Intersections/Curb Ramps (4)

There is a lack of accessibility to the Mount Vernon Shopping Center 2

There is no crosswalk at the Mount Vernon Plaza

A need for Improved crosswalks (they should be straight and not curved)

Sidewalks (8)

The lack of sidewalks 3

There is no signage in place indicating that sidewalks are about to end

Sidewalks don't connect with each other

Sidewalks are not built to code

There are no sidewalks in Burke; those that do exist are poorly maintained

Some sidewalks are blocked by shrubs – there is a need for an ordinance requiring clearance

Other (3)

Most bus stops are not accessible and have poor lighting and locations

George Washington Recreation Center soccer fields are inaccessible

Highways too dangerous to cross

**Complaints: All Modes of Transit** (11)

System Coordination (3)

Transit systems not well coordinated (hard to transfer) 2

There is difficulty connecting with the VRE (Virginia Railway Express) system

Bus Stop/Shelters (4)

Bus stops are no located near intersections 2

Bus Stop Accessibility

The Fairfax County Storm Water Management agency oversees the bus stops; why?

Sidewalks (1)

Lack of Accessible Sidewalks

Other (3)

Transit fares are too high

There is a lack of round-trip transfers

The lack of a Dulles Airport Shuttle schedule

**Complaints: Taxicabs** (3)

It is difficult to schedule a wheelchair lift taxicab

There is a slow response from taxicabs to ride requests

Operators are hostile to guide dogs